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FAQ – General Section

On April 15, 2013, BC Safety Authority is launching MyConnection: a new online service that will give you the convenience of transacting business anywhere with an internet connection. The new online service will be accessible everyday from 12:00 AM to 10:00 PM. Through MyConnection, you may access the following services:

- obtaining installation and operating permits
- renewing your operating permits
- paying with credit card and directly from a bank account
- viewing your permits
- submitting, viewing and signing off on declarations
- printing certificates of inspection, permits, licences and other documents

MyConnection will be complemented by an expanded contact centre with upgraded telecommunication facilities and a larger team of client service representatives. BC Safety Authority is proud to bring you high quality service through MyConnection, through our contact centre with toll-free number 1-866-566-7233 and in person at any of our offices across the province.

Please note: To support the transition into the new service, effective 3:00 PM April 11, BC Safety Authority will discontinue providing online services through BC Online and counter services through Service BC offices.

If you have a BC Online account, you may also access information at http://www.safetyauthority.ca/BCOnLine. For Service BC clients and non-BC Online users, you may go to http://www.safetyauthority.ca/ServiceBC.

This document has been created to help you answer some common questions about the MyConnection system. This document is divided into two sections: The first section is devoted to general questions about MyConnection, followed by specific sections designated for the specific technologies. We suggest that you familiarize yourself with both sections.

ACCESSING AND USING THE SYSTEM:

How soon can I access MyConnection?

Electrical and gas contractors with a BC OnLine account will be automatically directed to MyConnection starting April 15. If you are an electrical or gas contractor without a BC OnLine account, we suggest you get one to access MyConnection starting April 15. Otherwise, you can wait until April 29 to gain access. The schedule below indicates when specific clients/technologies will have access to MyConnection.

Client	Connect to MyConnection starting:

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Electrical and Gas Clients with BC Online Account	April 15
All Electrical and Gas Clients including gas fitters, field service representatives, contractors	April 29
Homeowners	May 13
Boiler, Pressure Vessels and Refrigeration Contractors	June 17
Power Engineers	July 13
Elevating Devices Clients	To be announced
Passenger Ropeways Clients	
Amusement Devices Clients	

What are the major changes brought about by MyConnection?
Some of the changes common to all technologies are:

- Easy online account setup
- Credit card and direct bank account payments accepted online
- Postal codes (not city codes) required for worksites
- Permit number required for searches

What BC Safety Authority services are available online?
Through MyConnection, you can access the following services:

- Obtain permits and licences with a credit card or a direct bank account payment
- Renew operating permits
- View and print installation/operating permits, certificates of inspections, licences, certificates of competency and other documents
- Submit, view and sign off on declarations of inspection and compliance for assessment

How do I log on to BC Safety Authority's MyConnection?

You can simply click on https://myconnection.safetyauthority.ca or copy and paste the URL into the address bar of your internet browser. We suggest you bookmark the opening page for easy access in your future transactions.

Do you have a manual that can help me navigate through MyConnection?
The MyConnection user manual is under development. The manual will be made available online closer to April 15.

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I have a BC OnLine Account, can't I just use that?
You will no longer be able to use your BC OnLine account for BC Safety Authority services. You will be transferred to the new portal automatically and seamlessly on April 15, 2013.

I go to a Service BC office to get BC Safety Authority services. Can I still do that?
Starting April 11, 2013, BC Safety Authority will no longer make its services available through Service BC. To access our services, you may log on to MyConnection, call our toll-free contact centre at 1-866-566-7233 or visit any of our BCSA offices across the province.

How long will it take to sign up for an account on MyConnection?
If you are not a BC OnLine account user and you are applying for a MyConnection account, it will take up to five business days for your account to be verified and activated. In the meantime, you may call our toll-free contact centre at 1-866-566-7233 or visit any of our BCSA offices across the province.

When filling out a form to apply for a permit on MyConnection, can I save it and return to it at a later time?
No, the form cannot be saved. All the required fields in a form must be filled out before you will be able to proceed through the permit process.

If I submit a form and realize I made a mistake, what are my options?
If you need to make an amendment on a permit, please call us toll-free at 1-866-566-7233 or visit any of our BC Safety Authority offices across the province.

Will I always have to enter the same information online or will the system retain them?
The system will retain information for each account.

Our company purchased property and equipment with valid operating permits. Can such permits be transferred to our company account?
No, operating permits are not transferrable. You will need to purchase new operating permits.

When I submit a declaration online, will I get an inspection?
Declarations (sometime referred to as inspection requests) may be submitted online and will be assessed. Not all declarations result in an inspection as these are conducted based on our risk assessment program.

What declarations can I view online?
All declarations, except for the following, may be viewed online starting April 15:

- Change of ownership
- Change of unit status

- Elevating devices brake test
- Main report
- Refund request

The above may be viewed at a later date.

Can I renew certificates and licences online?
Renewals of certificates and licences may be done online at a later date. We will let our clients know as soon as this is available. In the meantime, you may call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Can I do property searches online?
Property searches can still be conducted through BC OnLine, but not through BC Safety Authority's MyConnection.

Why do you now require postal codes for worksites?
Identifying postal codes for worksites will help us allocate and assign Safety Officer resources efficiently.

Can MyConnection search for postal codes?
We recommend that you have the necessary information ready before logging on to MyConnection. Postal code searches may be done through the Canada Post webpage. If your installation is in a remote location, choose the postal code of the town/settlement nearest to where you are beginning your installation work. If you are installing lights at a traffic intersection, use the postal code of the nearest building. Entering the right postal code helps us assign the right Safety Officer to your installation.

How can I search for a permit?
You may use the permit number when searching for a permit. Once you log on, you will see all permit numbers listed in your account. You can also use the installation address to search for a permit.

Can I view permits that aren't mine?
Initially, this service will not be available on April 15, however, you will still be able to see the information on permits for your own company/organization. We are working to ensure that we are in compliance with the Freedom of Information and Privacy Act so that everyone's privacy is protected. We will make this service available online at a later date.

Can our company view all our permits even if these are under different accounts?
You can only view the permits of the account you logged on. You will need to log on to your other accounts to view other permits.

Can I make online changes to the value of my permits?
Initially, permit value amendments can only be done by calling us toll-free at 1-866-566-7233 or visiting any of our BC Safety Authority offices across the province. We are working at making this service available online at a later date.

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Can I still access records from an account that has been closed?
You cannot access records from a closed account through MyConnection. Please call1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

PAYMENT AND FEES

What are the available forms of payment online?
You may pay online with your credit card (MasterCard or Visa). You may also pay directly from your bank account in any of these participating banks: RBC Royal Bank, Scotiabank, TD Canada Trust and BMO Bank of Montreal. Please note that you will need to arrange web banking service with your bank.

Will I need a different credit card transaction for each installation permit?
Yes, each installation permit requires its own credit card transaction. Therefore, if you purchase multiple permits in one day, all transactions will show up individually on your credit card statement.

What is the maximum credit card amount that BC Safety Authority will accept online?
BC Safety Authority will accept an unlimited amount in credit card payments online; however, your credit card may have restrictions. Please contact your credit card company for more information.

Can I get a refund online?
No, refunds are not available through MyConnection. For refunds, please call us toll-free at 1-866-566-7233 or visit any of our BC Safety Authority offices across the province. Please allow four to six weeks for the processing of a refund.

Have there been any fee changes?
Effective April 15, 2013, electrical and elevating devices will have revised fee schedules. You can read about these changes and the related stakeholder consultations here. Note that for Elevating Devices, we have consolidated fees for installation permits and operating permits.

TECHNOLOGY REQUIREMENTS AND SECURITY

What are the minimum requirements for my system?

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MyConnection is fully supported across all of the most popular browsers including Internet Explorer, Firefox, Google Chrome and Safari on any PC. MyConnection works best when using the latest version(s) of Internet Explorer but earlier versions of IE and other supported browsers may be used.

Will I need new software?
If you plan to use MyConnection to apply for homeowner permits, you will need to install Microsoft's Silverlight plugin. MyConnection will detect whether you have this installed and will automatically direct you to where to download it, if it has not been installed. You can learn more about Microsoft's Silverlight plugin here:
http://www.microsoft.com/silverlight/

How secure is MyConnection?

MyConnection and BC Safety Authority's network adhere to industry best practice security measures including password encryption, SSL encrypted communication, password strength enforcement and many other forms of security measures to ensure that your information and your business conducted with BC Safety Authority are properly secured.

Additionally, all online payments are processed through a secure integration with CHASE Paymentech; offering a fully PCI compliant transaction process that guarantees the highest possible security available.

Can I upload large files online?
The size limit for a single file is 10MB. MyConnection will accept files with the following file extensions: pdf, png, jpeg, gif, tiff, doc, docx, xls, xlsx, txt. We recommend that you scan your documents and have it ready for uploading before you start the application process.

I have no capability to scan large documents for submission, what are my options?
You may send your documents by mail to:
BC Safety Authority
Corporate Office
505 – 6th Street, Suite 200
New Westminster, BC V3L 0E1

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FAQ - Electrical

When can I access BC Safety Authority's MyConnection?
Electrical contractors who have a BC OnLine account will be automatically directed to MyConnection on April 15, 2013.

Can I still access BC OnLine?
Yes, you can access BC OnLine for non-BC Safety Authority services.

What happens to my login information on BC OnLine?
Your login information will be copied over to BC Safety Authority's MyConnection. It will also remain in BC OnLine and may be used for non-BC Safety Authority services. Please contact BC OnLine for more information.

I have money in my BC OnLine account. What happens to that?
You can choose to maintain your BC OnLine account to access their other services. Otherwise, you may choose to request BC OnLine for a closure of your account and a refund of outstanding funds, over $5.00. Please contact BC OnLine for more information.

I do not have a BC OnLine account, when can I access MyConnection?
Electrical contractors can access MyConnection on April 29, 2013. In the meantime, please call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Will I still be able to use Service BC offices?
Starting April 11, 2013 you will no longer be able to use Service BC offices for BC Safety Authority-related services. Please call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Aside from the postal codes, what are the other new requirements for permit application?
You will also need to submit ownership information and occupancy type. This enables us to standardize the data that we are gathering from clients across all technologies. In the long term, all of this information will help us identify emerging trends associated with safety risks and act accordingly.

As an FSR, can I sign off on a declaration online?
Yes, an FSR may sign off on a declaration online.

As an FSR, can I access all the declarations I have signed off?
Yes, an FSR can access signed off declarations online.

Can equipment approval be done online?

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Equipment approval may be done online at a later date. We will let our clients know as soon as this is available. In the meantime, you may call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

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FAQ – Gas

When can I access BC Safety Authority's MyConnection?

Gas contractors who have a BC OnLine account will be automatically directed to MyConnection on April 15, 2013.

Can I still access BC OnLine?

Yes, you can access BC OnLine for non-BC Safety Authority services.

What happens to my login information on BC OnLine?

Your login information will be copied over to BC Safety Authority's MyConnection. It will also remain in BC OnLine and may be used for non-BC Safety Authority services. Please contact BC OnLine for more information.

I have money in my BC OnLine account. What happens to that?

You can choose to maintain your BC OnLine account to access their other services. Otherwise, you may choose to request BC OnLine for a closure of your account and a refund of outstanding funds, over $5.00. Please contact BC OnLine for more information.

I do not have a BC OnLine account, when can I access MyConnection?

Gas contractors can access MyConnection on April 29, 2013. In the meantime, please call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Will I still be able to use Service BC offices?

Starting April 11, 2013 you will no longer be able to use Service BC offices. Please call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Aside from the postal codes, what are the other new requirements for permit application?

You will also need to submit ownership information and occupancy type. This enables us to standardize the data that we are gathering from clients across all technologies. In the long term, all of this information will help us identify emerging trends associated with safety risks and act accordingly.

Can I purchase a gas decal for replacement of a single domestic appliance online?

Gas decals may be purchased online at a later date. We will let our clients know as soon as this is available. In the meantime, you may call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province. Note that restrictions may apply – please review the gas directive on replacement appliance decals and the gas fee schedule for further details.

Can design registrations and equipment approval be done online?

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Design registrations and equipment approval may be done online at a later date. We will let our clients know as soon as this is available. In the meantime, you may call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Can MyConnection accommodate more than one appliance under one commercial/industrial gas installation permit?

MyConnection will allow 33 different types of gas appliances per permit. This will account for any combination of similar appliances or different BTU measurements at a given site.

Last updated: 4/15/2013 7:46 AM

FAQ – Homeowners

When can I access BC Safety Authority's MyConnection?

Homeowners may access MyConnection starting May 13, 2013.

What BC Safety Authority services are available online?

Through MyConnection, you can purchase your homeowner gas or electrical installation permit quickly and conveniently with a credit card or a direct payment from a participating bank account.

I go to a Service BC office to get BC Safety Authority services. Can I still do that?

Starting April 11, 2013, BC Safety Authority will no longer make its services available through Service BC. To access our services, you may log on to MyConnection, call our toll-free contact centre at 1-866-566-7233 or visit any of our BCSA offices across the province.

Last updated: 4/15/2013 7:46 AM

FAQ – Boiler, Pressure Vessels and Refrigeration

When can I access BC Safety Authority's MyConnection?

Boiler, Pressure Vessel and Refrigeration contractors may access MyConnection starting June 17, 2013. Power engineers may access MyConnection on July 13, 2013.

Aside from the postal codes, what are the other new requirements for permit application?

You will also need to submit ownership information, occupancy type and declarations with codes. This enables us to standardize the data that we are gathering from clients across all technologies. In the long term, all of this information will help us identify emerging trends associated with safety risks and act accordingly.

Can I book exams online?

No, exams cannot be booked online. Please call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Can design registrations be done online?

Design registrations may be done online at a later date. We will let our clients know as soon as this is available. In the meantime, you may call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

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FAQ – Elevating Devices

When can I access MyConnection?
At this time, we are still making system adjustments with MyConnection for Elevating Devices. We will announce the date of when Elevating Devices contractors and operators can access the system when more information is available.

Aside from the postal codes, what are the other new requirements for permit application?
You will also need to submit elevating devices installation permit application drawings, specifications submission and all related drawings. This enables us to standardize the data that we are gathering from clients across all technologies. In the long term, all of this information will help us identify emerging trends associated with safety risks and act accordingly.

Can design registrations be done online?
Design registrations may be done online at a later date. We will let our clients know as soon as this is available. In the meantime, you may call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Will there be changes to how I remit my fees?
Yes, Elevating clients will now be required to remit Design Registration Fees with the Acceptance Inspection Fee upfront. Previously, we collected the Design Registration Fees first and then the Acceptance Inspection Fee is invoiced after the physical inspection. This change affects the following categories:

1. New Installation will require fees for Design Submission + 1st Inspection
2. Major Alteration will require fees for Design Submission + 1st Inspection
3. Construction Hoist will require fees for Re-installation Permit + Final Inspection

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FAQ – Amusement Devices

When can I access MyConnection?
At this time, we are still making system adjustments with MyConnection for Amusement Devices. We will announce the date of when Amusement Devices contractors and operators can access the system at a later time, when more information is available.

Aside from the postal codes, what are the other new requirements for permit application?
You will also need to submit ownership information, occupancy type and notarized declarations will need to be submitted online. This enables us to standardize the data that we are gathering from clients across all technologies. In the long term, all of this information will help us identify emerging trends associated with safety risks and act accordingly.

Can design registrations be done online?
Design registrations may be done online at a later date. We will let our clients know as soon as this is available. In the meantime, you may call 1-866-566-7233 or visit one of our BC Safety Authority offices across the province.

Last updated: 4/15/2013 7:46 AM

FAQ – Passenger Ropeways

When can I access BC Safety Authority's MyConnection?

At this time, we are still making system adjustments with MyConnection for passenger ropeways. We will announce the date of when Passenger Ropeways contractors and operators may access the system at a later time, when more information is available.

Aside from the postal codes, what are the other new requirements for permit application?

You will also need to submit ownership information, and occupancy type. Notarized declarations will need to be submitted online. This enables us to standardize the data that we are gathering from clients across all technologies. In the long term, all of this information will help us identify emerging trends associated with safety risks and act accordingly.